



**SOLICITATION NUMBER:** 72069523R00008

**ISSUANCE DATE:** November 20, 2023

**CLOSING DATE/TIME:** December 19, 2023/12:00 p.m. (CAT)

**SUBJECT:** Solicitation for a Cooperating Country National Personal Services Contractor (CCNPSC), Human Resource Assistant

Dear Prospective Offerors (Applicants):

The United States Government, represented by the U.S. Agency for International Development (USAID), is seeking offers from qualified persons to provide personal services under contract as described in this solicitation.

Offers must be in accordance with **Attachment 1** of this solicitation. Incomplete or unsigned offers will not be considered. Offerors should retain copies of all offer materials for their records.

USAID will evaluate all offerors based on the stated evaluation criteria. USAID encourages all individuals, including those from disadvantaged and under-represented groups, to respond to the solicitation.

This solicitation in no way obligates USAID to award a PSC contract, nor does it commit USAID to pay any cost incurred in the preparation and submission of the offers.

Any questions must be directed in writing to the Point of Contact specified in the Attached 1.

Sincerely,

Jonathan Banco  
Contracting Officer  
USAID Rwanda/Burundi

**I. GENERAL INFORMATION**

1. **SOLICITATION NO:** 72069523R00008
2. **ISSUANCE DATE:** November 20, 2023
3. **CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** December 19, 2023, 12:00 p.m. noon Central Africa Time (CAT).
4. **POINT OF CONTACT:** Human Resource Office, email at [usaidburundihr@usaid.gov](mailto:usaidburundihr@usaid.gov)
5. **POSITION TITLE:** Human Resource Assistant
6. **MARKET VALUE:** 35,493,602 to 56,789,772 Burundi Francs equivalent to FSN-08  
In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Burundi. Final compensation will be negotiated within the listed market value.
7. **PERIOD OF PERFORMANCE:** Five years estimated to start on or about February 2, 2024.  
Employment under this contract is of a continuing nature utilizing a five-year contract as the hiring mechanism. Its duration is expected to be a series of sequential contracts; all contract provisions, clauses and regulatory requirements concerning availability of funds shall apply.
8. **PLACE OF PERFORMANCE:** Bujumbura, Burundi with possible travel as stated in the Statement of Duties.
9. **ELIGIBLE OFFERORS:** Open to All Interested CCN (Cooperating Country National) Candidates. Cooperating Country Nationals as defined in AIDAR, Appendix J, Section (1)(7) "Cooperating country national" ("CCN") means an individual who is a cooperating country citizen, or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country."
10. **SECURITY LEVEL REQUIRED:** Facility Access security certificate to be issued by the U.S. Embassy Bujumbura Regional Security Office.

**11. STATEMENT OF DUTIES**

- a. General Statement of Purpose of the Contract

The Human Resources (HR) Assistant is a member of the Executive Office (EXO) HR team and is responsible for providing Human Resource Management support to the USAID Mission.

The HR Assistant provides clerical, administrative, and technical support for the Mission to all levels of USDH (U.S. Direct Hires), Cooperating Country National Personal Services Contractors (CCNPSC), Offshore and Resident-Hire U.S. Personal Services Contractors (USPSC) and Third Country Nationals Personal Services Contractors (TCNPSC). The job holder's responsibilities will include preparing position classification, recruitment, contract management, new employee orientation, and official personnel/contract files

management.

In addition, the jobholder will be expected to regularly update the position and personnel data in the Mission personnel management system etc., coordinating and managing USAID incentive and On-the-Spot Award Programs, and supporting the arrival, travel, visa and accreditation, and departure processes. The job holder prepares and submits periodic staffing patterns and staffing numbers to the U.S. Embassy and USAID Mission management as needed. The Human Resources Assistant reports to the HR Specialist (or the Executive Officer in lieu of HR Specialist) and serves as a backup for other HR staff, as needed.

b. Statement of Duties to be Performed.

**(1) Position Classification, Recruitment, and Contract Administration**

Position Classification:

The HR Assistant performs the initial review of position descriptions, drafts edits, and provides feedback to stakeholders. The job holder may review position classification packages for accuracy and up to date documents. Facilitates preparation of job discussion help sheets, collects, and prepares classification package documentation for further review and submission for classification action.

Recruitment:

The job holder administers segments of the recruitment process for locally and internationally-hired contract employees to include the following: a) drafts solicitations/vacancy announcements based on the most current approved and classified Position Descriptions, specifies evaluation and selection criteria, and ensures appropriate publication of solicitations and prompt distribution within USG Mission community and outside of the Mission; b) collects and reviews applications received, screens them for meeting the publicized minimum qualifications, and shortlists applications for review by the appropriate Mission Technical Evaluation Committees; c) arranges interviews and may serve as the HR representative on TEC panels; d) drafts all correspondence required under the hiring process and communicates with applicants regarding selection matters) corresponds with the selected candidate under the direction of the supervisor.

Personnel and Contract Administration:

Prepares budgets, submits requisitions, drafts, and issues solicitations. Facilitates recruitment processes and advises hiring managers of contracting policies and procedures. Prepares and processes personnel and contracting actions. Monitors contract obligations, prepares funding actions, tracks periods of performance, and processes termination, closeout, and renewal actions.

**(2) Performance Management, Awards Activities, and Benefits**

Performance Management:

The HR Assistant ensures the performance evaluations of all CCNs are checked for completion and accomplished in a timely basis; s/he is responsible for maintaining accurate and current performance evaluation files and tracking when evaluations or reviews are due; follows through with employees and supervisors to ensure that evaluations are submitted on or before due dates, and that narratives are consistent with the official duties and responsibilities of the respective position, and ensures that annual performance evaluations for CCNs as well as work objectives for the next rating cycle are completed and submitted to the HR Office within the timeframe set by the EXO.

Regularly checks the list of departing rating officers and requests interim reports, as appropriate. Responds to general questions and provides information to assist employees and/or supervisors in completing reports. Reviews completed reports to ensure accurate and thorough completion, requests/explains necessary modifications, processes completed reports and updates the database system accordingly.

#### Incentive Award Programs:

The HR Assistant tracks the administration of nominations when submissions are requested for the Interagency Mission Award Program (IMAP), On-the-Spot, Special Act, or the USAID Incentive Awards Program. The HR Assistant provides guidance, collects award nominations; is responsible to review nominations to ensure eligibility and nomination completeness for all types of awards within the assigned portfolios and in accordance with policy, in coordination with the nominee's supervisor and nominator. The HR Assistant ensures funding availability for all nominations and submits the completed and approved nominations to the interagency awards committee or to the Bureau/Office of Administrative Management Services (AMS), as appropriate. Once awards are approved, the Assistant informs the nominee and submits the approved awards to the appropriate payroll office to facilitate cash payment processing.

#### Benefits Administration:

Assists in the administration of compensation and benefit programs. Advises employees on applicable salary plans, allowances, benefits, entitlements, and other relevant program elements based on the employment mechanism. Tracks policy changes and implements updates to procedures accordingly.

### **(3) Reporting, HR Files, Information and Data Management**

#### Staffing and Organizational Reporting:

Regularly updates the staffing reports on Human Resources Information Systems prepares and submits periodic staffing patterns, personnel numbers, and other ad-hoc HR reports for USAID Mission or Washington, D.C., and the U.S. Embassy.

#### Personnel Records Management:

Maintains, organizes, updates, and performs close-out of Official Personnel Files (OPFs) for PSC staff and ensures their completeness, accuracy and compliance with HR and contracting content requirements and organization. Maintains, organizes, and updates a variety of other HR files and records, including subject files, chronological and historical files to ensure the maintenance of complete and accurate records. Searches files and records to extract data and/or assemble information required for various documents and/or reports or to provide information. Maintains and updates the personnel record in Agency Secure Image and Storage Tracking (ASIST) System.

#### Personnel Entry and Exit Support:

Prepares the check-in and check-out forms for new and separating American and CCNPSC employees and TDY staff, and reviews completed actions to ensure accuracy and thoroughness, collects all necessary related documents and processes for signature by the Executive Officer and files documents accordingly. Maintains and updates the Mission's welcome orientation packets for all USDH and all offshore and locally recruited contract employees and assists with new employee orientation. Drafts and processes arrival/departure notice

cables for all USDH staff.

#### **(4) Employee Engagement and Labor Relations (EELR)**

Employment Lifecycle Management:

Facilitates the full range of personnel management activities over the course of an employee's tenure, inclusive of onboarding, facilitation of employee wellness and support programs, exit interviews and out-processing actions.

Equal Employment Opportunity, Diversity, Equity, and Inclusion (DE&I), and Local Labor Law Compliance:

Advises and serves as a resource to equal employment liaisons (EELs) and counselors (EEOCs) on relevant policies and regulations. Provides guidance and support on DE&I programs and concerns. Provides information on local labor law, practices and ensures compliance in human resource administration activities.

**(5) Supervisory Relationship.** The Human Resources Assistant reports to the Mission HR Specialist or the Executive Officer (in the absence of an HR Specialist).

**(6) Supervisory Controls.** Supervision of other USAID staff is not contemplated.

12. **PHYSICAL DEMANDS:** The work requested does not involve undue physical demands.

## **II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION**

- a. **Education:** Completion of Secondary Schooling and an additional two years of post-secondary studies in Human Resources, Business Administration, Management, Public Administration, or related degree is required.
- b. **Experience:** A minimum of three years of administrative, human resources, personnel assistance, public administration, or customer service-related experience is required.
- c. **Post Entry Training:** The full range of USAID and FSI Human Resources Management Courses are provided, including Personal Services Contract training, Overseas Personnel System (OPS) and USAID filing system; on-the-job, eLearning, or classroom training on USAID human resources policies and procedures; FSN compensation, payroll, and benefits courses; and other appropriate training in the field, subject to course offerings and the availability of funds. CCN PSCs may participate in temporary duty (TDY) travel to USAID/Washington and other Missions in order to participate in the Foreign Service National Fellowship Program described in ADS 495maa.
- d. **Language Proficiency:** English and French Level IV both written and spoken, is required.

- e. **Knowledge:** In the performance of these duties, the HR Assistant must be able to acquire good knowledge and understanding of USAID's personnel-related policies, regulations, and procedures. Knowledge of standard recruitment practices, performance management systems, personnel records management and local labor laws. Good understanding and knowledge of HR best practices, reporting, HR data management and standards of confidentiality and transparency. Thorough knowledge of standard office management procedures and practices.
- f. **Skills and Abilities:** The HR Assistant is expected to have strong customer service, interpersonal and communication skills (e.g., oral and written) to be tactful and discreet, and to be able to work as a part of a team and to maintain excellent working relationships with all Mission personnel. The job holder is required to have the ability to follow oral instructions and be able to organize, prioritize and follow through on all assignments with minimal oversight, a strong focus towards attention to detail, and a demonstrated proficiency in using word processing and spreadsheet software. The strong ability to maintain strict confidentiality relating to all areas of USAID Mission personnel matters. Must be able to quickly learn the structure and functions of the USAID Mission in the host country and familiarity with its programs and objectives, quickly acquire the USAID and USG specific knowledge related to HR policies and procedures.

### III. EVALUATION AND SELECTION FACTORS

The Government may award a contract without discussions with offerors in accordance with FAR 52.215-1. The CO reserves the right at any point in the evaluation process to establish a competitive range of offerors with whom negotiations will be conducted pursuant to FAR 15.306(c). In accordance with FAR 52.215-1, if the CO determines that the number of offers that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the CO may

limit the number of offerors in the competitive range to the greatest number that will permit an efficient competition among the most highly rated offers. The FAR provisions referenced above are available at <https://www.acquisition.gov/browse/index/far>.

The technical evaluation committee (TEC) may conduct reference checks, including references from individuals who have not been specifically identified by the offeror, and may do so before or after a candidate is interviewed.

The basic eligibility requirements for this position:

- Authorization to work in Burundi;
- Complete application submitted as outlined in the Section IV;
- Eligible to obtain security certificate for Facility Access;
- Medically cleared to work at USAID/Burundi;
- Willing to travel to work sites and other offices as/when requested.

*Note that Mission policy requires any internal applicant meeting the minimum qualifications (education, experience) is eligible for an interview.*

After the closing date for receipt of applications, those that meet the minimum qualification requirements (Education and Experience) will be referred to a TEC. Applications from candidates who do not meet the minimum requirements will not be considered. The TEC will review and score the applications to create a list of applicants to be further evaluated. Short-listed candidates will be evaluated based on information presented in the application, skills test, interview, and obtained through reference checks against the Evaluation Factors listed below. An applicant's references must be able to provide substantive information about past performance and abilities.

## **BASIS OF RATING**

### **English Proficiency**

**Assessed by the TEC\***

### **Application Review**

**15 points**

The TEC will review the cover letter, application form, and résumé (or curriculum vitae) assessing the extent education and experience reflect the required job knowledge and skills and abilities (*see II.e. Job Knowledge and II.f. Skills and Abilities*).

### **Skills Test**

**25 points**

A skills test will be administered to assess the offerors' related job knowledge and skills to include technical knowledge, standard international development processes, and familiarity with modern office systems.

### **Interview**

**60 points**

Interview questions will be intended to explore the offerors' experience, job knowledge, and skills regarding the functional roles of the position. They will also assess the ability of the offeror to work productively and effectively within USAID/Burundi. There will be at least one question regarding the concepts of Diversity, Equity, Inclusion, and Accessibility (DEIA).

*\*English language proficiency will be assessed throughout the rating process. USAID, a U.S.-based international organization, functions in the English language. The selected candidate must be prepared and capable to achieve Level IV working proficiency in the English language within one year of commencing the assigned duties.*

### **Total Possible**

**100 points**

### **Reference Check**

**PASS/FAIL**

A "FAIL" Reference Check would result from information regarding confirmed illegal or unethical activities or a preponderance of negative feedback from numerous references; e.g., not a single critical comment.

#### **IV. SUBMITTING AN OFFER (APPLYING)**

1. Offerors are required to complete and submit by email the below documents in order to be considered:
  - a. Offeror Information for Personal Services Contracts with Individuals, Form AID 309-2 (available on-line);
  - b. A cover letter or email of no more than one (1) page that describes how the Offeror's qualifications to meet position requirements as outlined in II.e. and II.f.;
  - c. Current résumé or curriculum vitae not exceeding four (4) pages;
  - d. Names of three professional references, including at least one current or former supervisor, that have knowledge of the offeror's ability to perform the duties of this position; this information may be included in the cover letter or résumé/CV.
2. Offers must be received by the closing date and time specified in Section I, item 3, and submitted to the Point of Contact in Section I, item 4.
3. To ensure consideration of offers for the intended position, Offerors must prominently reference the Solicitation number in the offer submission.

#### **V. LIST OF REQUIRED FORMS PRIOR TO AWARD**

The Contracting Officer will provide instructions about how to complete and submit the following forms after an offeror is selected for the contract award:

1. Pre-employment Medical Examination
2. Employee Biographical Data sheet
3. Employee Contact form
4. Employee Dependency Report
5. Certificate of Criminal Records

#### **VI. BENEFITS AND ALLOWANCES**

As a matter of policy, and as appropriate, a CCNPSC is normally authorized the following benefits and allowances:

1. BENEFITS (in accordance with the U.S. Embassy Bujumbura Local Compensation Plan):
  - a. Health Insurance
  - b. Variable Contribution Plan (VCP)
  - c. Annual and Sick leave
  - d. Maternity Leave
  - e. Social Security Insurance
2. ALLOWANCES (in accordance with the U.S. Embassy Burundi Local Compensation Plan):
  - a. Housing Allowance
  - b. Transport Allowance
  - c. Family Allowance

#### **VII. TAXES**

The Mission emphasizes to its employees that they are obliged to observe all Burundian laws, including those concerning income and related tax obligations. By international agreement, payment of taxes is a matter between the individual employee and the Government of Burundi.



## VIII. USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs

USAID regulations and policies governing CCNPSC and TCNPSC awards are available at these sources:

1. USAID Acquisition Regulation (AIDAR), Appendix J, "Direct USAID Contracts With a Cooperating Country National and with a Third Country National for Personal Services Abroad," including contract clause "General Provisions," available at [https://www.usaid.gov/sites/default/files/documents/1868/aidar\\_0.pdf](https://www.usaid.gov/sites/default/files/documents/1868/aidar_0.pdf)
2. Contract Cover Page form AID 309-1 available at <https://www.usaid.gov/forms>. Pricing by line item is to be determined upon contract award as described below:

### LINE ITEMS

ITEM NO (A)	SUPPLIES/SERVICES (DESCRIPTION) (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	Compensation, Fringe Benefits and Other	1	LOT	\$ _TBD__	\$ _TBD at
	Direct Costs (ODCs)				Award
	- Award Type: Cost				after
	- Product Service Code: [R497]				negotiation
	- Accounting Info: [PEPFAR]				s with
					Contractor
					–

3. Acquisition & Assistance Policy Directives/Contract Information Bulletins (AAPDs/CIBs) for Personal Services Contracts with Individuals available at <http://www.usaid.gov/work-usaid/aapds-cibs>

AAPD/CIB No.	Title/Issued Date	Subject Category
<a href="#">AAPD 21-01</a> (PDF 220K)	Applicability of FAR 4.21 to USAID Personal Services Contracts with Individuals Under the AIDAR Appendices D and J – <i>March 26, 2021</i>	Acquisition Management
<a href="#">AAPD 20-08</a> (PDF 373K)	Leave and Holidays for CCNPSCs and TCNPSCs, including Country Leave for Qualifying Posts for Eligible TCNPSCs – <i>December 20, 2022</i>	Personal Services Contracts
<a href="#">AAPD 06-08</a> (PDF 35 kb)	AIDAR, Appendices D and J: Using the Optional Schedule to Incrementally Fund Contracts – <i>JUNE 23, 2006</i>	Personal Services Contracts

<a href="#">AAPD 03-11 (PDF 277 kb)</a>	Revision of Contracts/Contract Procedures for Personal Services Contracts with Foreign Service Nationals (FSNs) to Work in Iraq and Afghanistan – 12/02/03	Personal Services Contracts
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4. Ethical Conduct. By the acceptance of a USAID personal services contract as an individual, the contractor will be acknowledging receipt of the “Standards of Ethical Conduct for Employees of the Executive Branch,” available from the U.S. Office of Government Ethics, in accordance with General Provision 2 and 5 CFR 2635. See <https://www.oge.gov/web/oge.nsf/OGE%20Regulations>.

#### 5. PSC Ombudsman

The PSC Ombudsman serves as a resource for any Personal Services Contractor who has entered into a contract with the United States Agency for International Development and is available to provide clarity on their specific contract with the Agency. Please visit our page for additional information: <https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman>. The PSC Ombudsman may be contacted via: [PSCOmbudsman@usaid.gov](mailto:PSCOmbudsman@usaid.gov).

#### 6. FAR Provisions Incorporated by Reference

52.204-27	PROHIBITION ON A BYTEDANCE COVERED APPLICATION	June 2023
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